
Call Park Network Wide

Prior to X11 Release 22, a call in a parked state on a System Park Directory Number (DN) or station set park DN could only be retrieved by an attendant console or a station set located within the same node. The Call Park Network Wide (CPRKNET) feature builds on the existing functionality of Call Park and introduces the following capabilities: Network Call Park, Call Park Expansion and External Call Park Access.

Network Call Park enables an attendant or a station set to park a call on System DN or DN within a Meridian Customer Defined Network (MCDN). This networking capability requires users at parking, parked at, tandem and accessing nodes be equipped with Network Attendant Services (NAS). The parking node refers to the location of the attendant or station set parking the call, the parked at node is the location of the parked call, the tandem node is the routing bridge for the parked call and the accessing node is the location of the user retrieving the parked call.

Call Park Expansion increases the amount of Call Park blocks and number of System Park DNs. With CPRKNET configured, a user can define up to five different Call Park blocks. Each call park block can be separately configured with programmable parameters (such as recall timers). The maximum recall timer is expanded from 240 to 480 seconds and the maximum number of System Park DNs in each block is increased from 50 to 100 directory numbers.

External Call Park Access permits an external caller to retrieve a call in parked stated through either a Direct Inward Dial (DID) trunk or a TIE trunk. The external user must initially be informed that a call has been parked. The external party is informed and can only retrieve the parked call if they know the accessing DN. It is important to note that if a system administrator utilizes the enhancements offered by Call Park Expansion and configures five call park blocks then these System Park DN ranges must be known by all users attempting to access this feature.

Operating parameters

The existing Call Park feature packaging is expanded in X11 Release 22. With Release 22, recall timer and number of System Park DN's expansions are included in base system software. However, the new CPRKNET package is required to access the multiple call park blocks and networking capabilities.

Network Call Park does not support Centralized Attendant Service.

The existing Trunk Barring feature ensures that only an appropriate incoming trunk can be connected to a parked party.

The existing Trunk Group Access Restriction (TGAR) feature checks the incoming accessing trunk. A parked call can only be retrieved if the TGAR and Trunk Access Restriction Group (TARG) of the trunks correctly match.

Call Park Expansion

The Primary Call Park Block must be defined for the customer.

Network Call Park

Network Call Park is supported if the network has all nodes connected by MCDN ISDN links with NAS signaling configured. All the current limitations of the NAS feature apply to CPRKNET.

The CPRKNET package must be enabled on both the parking and parked nodes. The package is not required on the tandem node.

The parking node and the parked at node must have a Primary Call Park Block defined.

When the call park recall timer expires on a parked call at another node, the call recalls to the attendant at the parking node regardless of the configuration of the recall park call to attendant (RECA) timer of the associated call park block. This recall to an attendant occurs even if the call was parked by a station set.

A remotely parked call recalls to an attendant, or Network Attendant if configured, at the parking node when the timer expires. This recall to the attendant occurs even if the parking party is a station set.

Parked Call External Access

Only a call that is parked on a System Park DN can be retrieved by an incoming trunk. A call parked on a station DN cannot be retrieved by an external caller.

Only incoming Direct Inward Dial (DID) or TIE trunks can retrieve a parked call.

A user does not receive any special indications when retrieving a parked call. The user is connected to the parked call immediately.

Feature interactions

Answer Supervision

If a parked call is connected to an incoming trunk with Answer Supervision, the appropriate messages on the status of the call are sent through the incoming trunk to the far end.

Basic Alternate Route Selection Network Alternate Route Selection

An Electronic Switched Network (ESN) number can be assigned as the System Park or Station Set DN to a Network Call Park call. A parked call on a System Park DN can be retrieved by a caller outside the parked node via BARS/NARS dialing.

Camp-On

When an attendant attempts to extend a call to a busy station across the network and the busy station returns a Camp-On allow signal, an attendant has the option of camping on a call or continuing with Network Call Park.

Coordinated Dialing Plan

A Coordinated Dialing Plan number can be assigned to a Network Call Park call that the attendant or station set is attempting to park.

Trunk Anti-Tromboning

The Trunk Anti-Tromboning feature is invoked if programmed at all interim Private Branch Exchanges (PBXs) in the call.

Recall to Same Attendant, Network Wide

Network Call Park supports this feature. However, all limitations and restrictions associated with Network Wide Recall to Same Attendant are applicable.

Feature packaging

The Network Call Park and External Call Park Access capabilities of the Call Park Network Wide (CPRKNET) requires package 306 and Network Attendant Services (NAS) package 159. With Release 22, expansions to the recall timer and the number of System Park DN's are included in Call Park (CPRK) package 33.

Feature implementation

LD 15 – Enable Call Park Network Wide.

Prompt	Response	Description
REQ	CHG	Change.
TYPE	FTR	Customer Features and options.
CUST	0-99	Customer number.
- OPT	CPN	Enable Call Park Network Wide. CPA = Enables Call Park. CPD = Disables Call Park (default).

LD 50 – Add/Change Customer Call Park Data.

Prompt	Response	Description
REQ	NEW, CHG	New, or change.
TYPE	CPK	Call Park data block.
CUST	0-99	Customer number.
BLOC	1-5	Call Park data block number. Primary Call Park (block 1) must be defined for Call Park operation. Block 1 must be initially defined before attempting to remove.
CPTM	30-(45)-480	Call Park Timer (in seconds).
RECA	(NO), YES	Call Park Recall to Attendant.
SPDN	(0)-100 xx...x	Number of contiguous system park DNs and first DN of that range.
MURT	0-511	Music Route number for parked call.

LD 10 – Enable Call Park for Analog (500/2500 type) telephones.

Prompt	Response	Description
REQ	NEW, CHG	New, or Change.
TYPE	500	Telephone type.
TN	l s c u c u	Terminal Number. For Option 11C.
CLS	XFA	Call Transfer Allowed. XFD = Call Transfer Denied.

LD 11 – Add/Change Call Park Key on Meridian 1 proprietary telephones.

Prompt	Response	Description
REQ	NEW, CHG	New, or Change.
TYPE	xxxx	Telephone type where: aaaa = SL1, 2006, 2008, 2009, 2016, 2018, 2112, 2216, 2317, 2616 or 3000.
TN	l s c u c u	Terminal Number. For Option 11C.
KEY	xx PRK xx TRN xx AO3 xxAO6	Key assignment for Call Park. Key number for Transfer. Three Party Conference. Six Party Conference.

LD 12 – Add/Change Call Park Key on Attendant Consoles.

Prompt	Response	Description
REQ	NEW, CHG	New, or Change.
TYPE	xxxx	Console type.
TN	l s c u c u	Terminal Number For Option 11C.
KEY	xx PRK	Key number, Call Park.

Feature operation

Call Park Expansion

Attendant Console with Park Key

Attendant Console via Dial Access

Meridian 1 Proprietary Set with Display and Park Key

- 1 Press PRK key, or dial SPRE + 71 or Call Park FFC.
- 2 An available System Park DN is displayed. To override this DN, dial another Park DN.
 - If number dialed is an available Park DN, the digit display is cleared and only the dialed Park DN is displayed (without SPRE + 71 or CPRK FFC).
 - If number dialed is invalid or unavailable station Park DN an overflow tone is heard.
 - If number dialed is an unavailable System Park DN, overflow tone is heard. If another System Park DN is available in the Call Park Block, the system assigns this DN. The available System Park DN is displayed and silence is returned.
- 3 Press PRK key or if using SPRE or FFC press Release RLS key to complete call park.

Meridian 1 Proprietary Set with Display via Dial Access

- 1 Press the CONF or TRN key.
- 2 Dial SPRE + 71 or CPRK FFC.
- 3 An available Primary System Park DN is displayed. To override this DN dial another Park DN.
 - If number dialed is available, digit display is cleared and dialed Park Access ID is displayed (without SPRE + 71 or CPRK FFC).
 - If number dialed is an invalid System Park DN or an unavailable station park DN, overflow tone is heard.
 - If number dialed is an unavailable System Park DN, but another available System Park DN exists in the Call Park Block, the available System Park DN is displayed. Silence is returned.
- 4 Press the CONF or TRN key to complete call park.

Meridian 1 Proprietary without Display Analog (500/2500) type telephones

The Call Park operation on these types of telephones is not affected.

Network Call Park

The existing Call Park operation is modified to accommodate the Network Call Park capabilities of the CPRKNET feature. A user must enter a Park DN that is either a Station Park DN or a System Park DN that is located at another node, within the attendant's or station set's MCDN network.

Attendant Console

Meridian 1 Proprietary Set with Display with Park Key Attendant Console via Dial Access

- 1** Press the PRK key or dial SPRE + 71 or CPRK FFC.
- 2** An available Primary System Park DN from parking node is assigned and displayed.
- 3** To override the displayed System Park DN with another Park DN, dial the ESN number and remaining digits.
 - At the remote node, if there is an available Park DN, silence is heard. The digit display of the set is cleared and the dialed Park DN is displayed without the SPRE + 71 or CPRK FFC.
 - At the remote node, if numbers dialed are invalid or unavailable, overflow tone is heard.
 - At the remote node, if the numbers dialed are an unavailable System Park DN but another System Park DN is available in the Call Park Block, the system assigns this DN. The available System Park DN is displayed and silence is returned. If no DN is available and there is no other available DN in the Call Park Block, overflow tone is heard.
- 4** If using an Attendant Console, press the RLS key, or if using Meridian 1 Proprietary Set with Display, press the PRK key to complete call park.

Attendant Parking an Extended Call

- 1 Press the PRK key.
- 2 Extended party is released and ringback or busy tone is removed. SPRE + 71 + ESN number of the extended call are displayed.
 - At the remote node, if there is an available Park Access ID, silence is heard.
 - At the remote node, if numbers dialed are an invalid or unavailable Park DN, overflow tone is heard.
- 3 Press the RLS key to complete call park.

Meridian 1 Proprietary Set with Display via Dial Access

- 1 Press the CONF or TRN key.
- 2 Dial SPRE + 71 or CPRK FFC.
- 3 An available Primary System Park DN from the parking node is displayed.
- 4 To override this with another Park DN, dial the ESN number and digits.
 - At the remote node, if there is an available Park Access ID silence is heard. The digit display is cleared and the dialed Park Access ID is displayed without the SPRE + 71 or CPRK FFC.
 - At the remote node, if the ESN number is an invalid or unavailable Park DN, overflow tone is heard.
 - At the remote node, if dialed System Park DN is not available but there is another available System Park DN in its Call Park Block, the available System Park DN is displayed. Silence is returned.
- 5 Press CONF or TRN key to complete call park.

Meridian 1 Proprietary Set without Display with PRK key**Meridian 1 Proprietary Set without Display via Dial Access****Analog (500/2500 type) set**

- 1 Press the PRK, CONF, TRN or perform switchhook flash depending on type of set and key assignment.
- 2 Dial SPRE + 71 or CPRK FFC.

- 3 Dial the ESN Number and digits.
 - At the remote node, if there is an available Park DN, silence is heard.
 - At the remote node, if numbers dialed are invalid or unavailable, overflow tone is heard;
- 4 Press same key in Step 1 or go on-hook to complete call park.

Canceling Call Park Network Wide during Operation

The procedure for canceling the Call Park Network Wide feature follows the existing operation of canceling Call Park. However, once an overflow tone is heard, the attendant or station set must cancel the Call Park attempt and restart the Call Park process. The operation of canceling Call Park on different terminals is described below.

Attendant Console

Press the RLS DEST Key. Call Park is canceled and the original call is reconnected to the attendant console.

Meridian 1 Proprietary Set

Press the flashing DN Key. Call Park is canceled and the original call is reconnected to the attendant console or the station set.

Analog (500/2500 type) Set

Complete a switchhook flash. Call Park is canceled and the original call is reconnected to the attendant console or the station set.

External Call Park Access

External Call Park Access allows a parked call on a System Park DN to be retrieved by an external user via an incoming DID or TIE trunk. This capability requires that the node where the call is parked (parked at node) is equipped with the CPRKNET feature and the Primary Call Park Block is defined. To enable external access capabilities, calls must be parked against a System Park DN.

- 1 Call Parked.
- 2 External access caller must be notified or know where the parked call is located.

- 3** Depending on specific dialing plan configuration, the external access caller must dial one of the following to access the call in parked state:
- for Coordinated Dialing Plan, dial System Park DN;
 - for ESN, dial Access Code + Location Code + System Park DN;
 - for DID, dial area code + Local Exchange + System Park DN; or
 - for DISA, dial DISA number + (Authorization Code + DISA Security Code) + System Park DN.